

### Justification and Explanation of the Changes Made to Tariff

To Whom it May Concern,

Thank you for taking the time to help us change our prices and update our tariffs due to it being 15 years since we have done so! If I understand correctly, the commission is wanting justification and explanation on the remaining rules that have not been approved. The rules that are needing more justification and explanation are: Rule 16(D), Rule 27, Rule 37, Rule 39, and Rule 40. Below I will give reasoning to each rule. If you require anything further, please explain what I can do to help move this process along!

Rule 16 (B) – Americas Best Moving System, or ABMS, has asked to raise the Minimum Deposit from \$50 to \$100 due to the inflation over the last 15 years along with the raising of our prices. The idea of this change is that deposits are in place to secure dates for customers moves and to ensure both our customers and our company are protected in late cancel notices. We believe \$100 is a reasonable deposit since our minimum (1 hour of travel time & 15 minutes of labor time) would be \$118.75. In no situation would the deposit be more than what we could charge for a move.

Rule 16 (D) – Americas Best Moving System's has lost a great deal of money due to credit charge fees that are being charged to us when the customer uses a credit card to pay for their move. We added (D) to cover the costs of customer choosing to use a credit card. We put in the tariff that the credit card fee is set by "Stripe," a credit card software company, to avoid charging our tariff every time Stripe changes their base rate of costs to use their software. We felt like this was reasonable since customers are offered alternative methods of payment such as cash and checks that do not require additional fees.

Rule 27 – ABMS realized that the wording of rule 27 was unclear as to when we consider the mileage of each job begins and ends for fuel surcharge between local and extended area moves. We improved our explanation to this rule to help customers.

Rule 37 (C) – ABMS believes it is reasonable to raise the insurance coverage that is available to ABMS customers due to inflation and the increase in cost of insurance over the last 15 years. Along with this, the cost of furniture and house home goods has risen compared to 15 years ago. To sufficiently cover these items, we believe this coverage should increase to match the cost of furniture reflective to today's prices. This fair to the customer since it is additional insurance and is not required by ABMS to choose this type of insurance.

Rule 39 – Due to our prices having increased, we had to raise the price of using ABMS tools to install or uninstall Household Appliances. The reasoning behind this rule is to charge customers for the time it would take to install/uninstall items at the customer's request using ABMS's tools. This price was calculated by taking 15 minutes (1/4 hourly) of the hourly rate of 1 worker out of the 2 men hour labor charge, which came out to be \$39.5 (\$79 for 2 men hourly).

However, of ABMS's 25 years of experience, customers would most often request to have items installed once the move was considered done or both workers would be needed in the assisting of installing/uninstalling of the items. Our new price for hourly labor requiring two men has changed to \$95/hour, thus we found the price of \$23.75 to be sufficient to covering costs of installing/uninstalling items. We came to this by taking our new hourly price and dividing it by 1/4 (15 minutes of an hour) of both workers, not just one.

Rule 40 – ABMS realized that the wording of rule 40 was unclear regarding what we defined as travel time. We fixed the wording to make clearer that travel time is defined as the time consumed from carriers' site to origin plus the time from destination back to carriers' site.

I hope this sufficiently meets your request and that this document can speed up this process up for the Commission to approve this tariff during these busy holiday season. Thank you for putting in the time to make this happen for the future of our company. Thank you and Happy Holidays!